ZoomGrants: Frequently Asked Questions

All ArtsWA grant applications are accepted through the online grants platform, ZoomGrants until 5:00pm on the deadline date. Please visit ArtsWA's Grants webpage for current application links.

FAQ Contents:

How do I get started in ZoomGrants as a new applicant?

Accessing an ArtsWA Grant Application:
- You need an application-specific link to get to our grant applications. You can find that link on our website and in application guidelines.

Account Set-Up & Logging In:
- Applications are linked to Accounts—you must be logged in to your ZoomGrants account to start and view your application.
- If your organization has applied for any ArtsWA grants in the last year, you must use the same account used for previous applications.
- If you are new to ArtsWA grants and/or to ZoomGrants, you will need to set up a new account with ZoomGrants: https://www.zoomgrants.com/get-started/

What if my organization has applied for an ArtsWA grant before in ZoomGrants?

Updating Applicant Accounts:
- If you've had staff changes and you don't have access to the login details for your organization's account, submit a ticket to the ZoomGrants help desk requesting your organization log in information be updated. ZoomGrants will email ArtsWA for final approval before doing so.
- If you do not have an account with ZoomGrants but have accesses to the former account credentials, log into the account and update the credentials in the 'My Profile' tab.
- If the person who is taking over the organization's 'Applicant Account' already has a ZoomGrants account with the email address that they are wanting to use, an email sent

from the organizations Executive Director or a Program Administrator (ArtsWA), must be sent to ZoomGrants authorizing the transfer of the account to the new email. Once ZoomGrants receives this confirmation, they will update the new account.

Can I apply in ZoomGrants with collaborators?

Collaborators:
- Collaborator accounts can be used to work on your organization's application but cannot be used to create and submit your own. Read more about collaborator accounts and additional account types here.
- We recommend that each organization have a single applicant account that is used to create and submit applications and that other users are invited to work on the application as collaborators or that the login credentials to the applicant account are shared with other people in the organization.
- To update collaborator access, request that your account type be changed. If you need to create your own application but do not need to be the person who owns the account for your organization, ZoomGrants or the account owner can change your account type.

What are some helpful tips to keep in mind?

Browser:
- ZoomGrants works best using Firefox, Safari, or Chrome; Internet Explorer is not recommended.
- Refresh Button: Refresh page button. ZG saves your work as you go – saving flashing screen. NOTE: can sometimes get stuck; log out and in again. Can log out and in as many times as you want before the deadline.

Application Saving
- Your application will save as you work—click outside the question to prompt saving.
- Once you have started your application, it will be saved in your account and you can return to it at any point by logging in.

Application Title
- The 'Application Title' tab is unique to each application and does not prepopulate from the user's account. Meaning, this field is fully editable and can be completed, regardless of the information that is stored in the 'Applicant Account'.

Questions?

Technical Assistance

For additional technical assistance, visit ZoomGrants University or submit a ticket to the ZoomGrants help desk for immediate support.

ArtsWA Contact
Linnea Ingalls, Grants Specialist, at linnea.ingalls@arts.wa.gov or (360) 252-9969.